

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
OFFICE OF HUMAN RESOURCES
STRATEGIC DEVELOPMENT AND ANALYTICS
OFFICE OF PROFESSIONAL DEVELOPMENT**

EMPLOYEE NAME: Vacant

JOB TITLE: Associate Governmental Program Analyst (Training Officer)

POSITION NUMBER: 420-090-5393-XXX

STATEMENT OF DUTIES: The Office of Professional Development (OPD) operates within the Office of Human Resources in the Division of Operations. OPD's mission is to enhance professional development and the performance of all Department of Justice (DOJ) employees through education and training. OPD offers and/or facilitates a wide variety of desktop application, professional development, leadership, critical skills, mandatory, and legal classes. OPD also operates a desktop application support help desk to assist employees with their technological troubleshooting.

The Associate Governmental Program Analyst (AGPA) instructs and facilitates all desktop and professional development training classes independently, leads curricula development teams, assists with classroom preparation, provides consultative services and offers recommendations on training issues, initiates class management strategies when necessary, uses adult learning principles, provides Help Desk services, incorporates new technology into training delivery methods appropriately, and participates in ongoing professional development education.

This is a full journey-level position. The AGPA performs the more complex and varied technical and analytical staff work, and advises and makes recommendations to OPD management on special projects related to training. The AGPA is expected to perform his or her duties and interact with colleagues and customers in a professional manner befitting a member of a top-notch professional development team. The AGPA will also be expected to work alongside OPD management and fellow team members to successfully meet the business needs of the OPD and DOJ.

SUPERVISION RECEIVED: Reports directly to a Staff Services Manager I

SUPERVISION EXERCISED: None

TYPICAL PHYSICAL DEMANDS AND WORKING CONDITIONS: Sits, types, rotates and works at a computer workstation in order to prepare and complete assignments. Conducts training classes for up to eight hours per day; classes may span several consecutive days. Sets up training classrooms, which may include moving desks, tables and chairs. Sets up and operates laptop computers, projectors, speakers and other audiovisual equipment necessary to deliver training classes. Lifts boxes weighing up to 20 pounds.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment located within a high-rise building in Sacramento, California. Travel statewide and overtime may be required. Use of state-owned, rental or personal vehicle may be required.

ESSENTIAL FUNCTIONS

40% In order to provide professional development training opportunities to DOJ employees at all organizational levels, the AGPA will be expected to:

- Instruct and facilitate training on a broad scope and variety of topics, including Department supported desktop applications (e.g., Acrobat, Excel, Word, PowerPoint, Outlook, etc.), Department orientations, and professional and critical skills classes (e.g., communication, customer service, business writing, leadership, etc.) using adult-learning principles and techniques.
- Ensure that logistical tasks for the classes to which the AGPAs assigned have been completed. Duties may include, but are not limited to: scheduling dates, setting up virtual training rooms (uploading training materials, creating interactive polls), reserving rooms, preparing presentation material, preparing student handout material, monitoring student enrollment, working with program Training Coordinators to schedule students, ensuring class reminder emails are sent, ensuring training rooms or computer labs are set up appropriately and that all equipment is properly installed, is functioning, and has correct software and/or updates installed. Monitoring interaction and attendance, assisting with technical issues in virtual meeting rooms, cleaning up classrooms, performing post-class closeout procedures, assisting a DOJ Subject Matter Expert or outside vendor at a training session, etc.
- Maintain and enhance knowledge, skills and abilities by attending professional development training and participating in professional activities provided by training industry associations (e.g., the Association for Talent Development, the California Network of Learning Professionals, Special Interest Groups, etc.).
- Apply adult learning principles to quickly and accurately assess student responsiveness during class instruction and adjust instruction methods to match student skills and abilities.
- Work effectively in a team environment, remaining attentive to ideas, recognizing responsibilities, and actively participating with others to accomplish assignments and achieve desired goals in a professional manner.
- Develop expertise in synchronous eLearning techniques and best practices and provide instruction via webinar and/or one-on-one to address the needs of outlying offices.

- Utilize a pro-active approach to applying student recruitment strategies based on low enrollment status when needed or requested (e.g., compose and send recruitment emails, contact past students, etc.).

20% In order to provide comprehensive training, tools and guidance necessary to develop or enhance the knowledge and competency level of DOJ employees, the AGPA will be expected to:

- Develop new training classes based on the assessment of DOJ's current and future training needs.
- Demonstrate a high level of independent critical thinking and communication skills by continually researching and analyzing training material and delivery methods to ensure that the most up-to date subject matter information and materials are being provided, that best practices are being applied, and by clearly and effectively communicating the training information to students and management staff. This will require the AGPA to take ownership and utilize a proactive approach in taking steps to updating outdated curriculum and offering recommendations to the OPD Management team.
- Research, evaluate and make recommendations on training products and delivery methods (e.g., development of new classes, off-the-shelf training, special training requests, course development, and training evaluations and surveys).
- Develop Total Training Packages (TTPs) used by trainers for in-house developed classes, which contain such items as instructor guides, student handbooks and other handouts, research, and exercises.
- Ensure course description and objectives are written for the website.
- Ensure that materials and processes taught in OPD classes accurately reflect current DOJ policies and procedures.
- Design and test training options and solutions for problems contained in new or existing classes, and make recommendations for the most appropriate action.
- Write curriculum, conduct beta (pilot) classes when appropriate to evaluate the curricula and materials, and incorporate changes as necessary.
- Instruct Train-the-Trainer (T4T) sessions for OPD trainers to help them enhance their training delivery skills or knowledge of a particular subject matter.
- Provide constructive feedback to other OPD trainers on their training effectiveness (via T4Ts, coteaching, observing classes, curriculum development, etc.) in a positive, professional and diplomatic manner.

- Analyze and evaluate post-class feedback and recommendations provided by students and management and incorporate those suggestions for improvement into future class offerings as appropriate.
- Review and update materials to ensure quality, relevancy and improvement of training curriculum, exercises, and handouts.
- Act as a curriculum team lead or as a member of a curriculum team, if assigned to do so.
- Make recommendations to OPD management regarding major changes to curricula.
- Work as part of OPD's eLearning team to research, develop and implement eLearning classes for asynchronous and synchronous learning.
- Assist in the creation and maintenance of a digital library of training and development.

20% In order to ensure the best possible customer service can be provided, along with utilizing expertise to develop solutions to address development gaps within DOJ, the AGPA will be expected to:

- Participate in workgroups and committees on special training programs and pilot training programs.
- Effectively represent OPD on multi-organizational teams and committees as a leader, member, or facilitator.
- Work as part of a team on specific assignments or projects as assigned and/or lead a team, as necessary.
- Customize existing OPD class curriculum to meet specific program training needs, which may include meeting with the appropriate program staff to discuss goals and needs and researching available training.

15% In order to provide continued Technical Assistance and Help Desk support, the AGPA will be expected to:

- Be part of the DOJ Call Center, providing desktop application support and technical assistance (e.g., department-supported desktop applications) to all DOJ employees.
- Analyze the immediate problem, develop possible solutions and make recommendations to resolve the problem.

OPD – Associate Governmental Program Analyst
Duty Statement

- Deliver assistance via both telephone and email.
- Log required statistical data (date/time of contact, customer's identifying information, issue and resolution, etc.) on assistance in a timely manner.
- Become an expert in department-supported desktop applications for which OPD provides training in order to provide support and technical assistance to end users.

5% In order to ensure that the administrative aspects of this role are fulfilled, the AGPA will be expected to:

- Participate in regular staff, curriculum review, and project meetings along with providing a written recap of action items when functioning as lead or backup.
- Prepare weekly project status reports and keep his or her Training Manager informed of progress on projects and efforts.
- Provide assistance to other staff as needed.
- Help administer OPD's marketing and outreach efforts.

I have read and understand the essential functions and typical physical demands required of this job, and I am able to perform the essential functions with or without reasonable accommodation. (Refer to the Essential Functions Health Questionnaire, STD. 910.)

Employee Signature

Date

Supervisor's Signature

Date